

BEAVERTON POLICE DEPARTMENT

GENERAL ORDER

NUMBER: 17.05.00
SUBJECT: CUSTOMER SERVICE SURVEY CARD
EFFECTIVE: AUGUST 1, 1999
REVIEW: AUGUST 2002, 2005, 2008

1. PURPOSE. Customer service is an important part of the department's community policing philosophy. A customer survey provides feedback regarding the quality of service provided.
2. SURVEY CARD. The survey card is stamped, self-addressed, and available through city reprographics.
3. POLICY.
 - A. Field officers will provide a survey card to every citizen caller contacted as a result of a dispatched call for service.
 - B. Records employees will provide a survey card to every citizen requesting service (other than directions) at the records counter.

Our City appreciates the opportunity to serve you. It is our desire to fulfill your needs in a satisfactory manner. In order to continually improve our service, we would like your comments on how we have served you. Rob Drake, Mayor

Department you had contact with:

<input type="checkbox"/> Code Enforcement	<input type="checkbox"/> Building	<input type="checkbox"/> Neighborhood	<input type="checkbox"/> Human Resources
<input type="checkbox"/> Operations/Maintenance	<input type="checkbox"/> Engineering	<input type="checkbox"/> Mayor's Office	<input type="checkbox"/> Court
<input type="checkbox"/> Engineering/Traffic	<input type="checkbox"/> Library	<input type="checkbox"/> Police	<input type="checkbox"/> Utility Billing

Excellent.....Poor

You were treated courteously..... A B C D E F

Your needs were met in a timely manner..... A B C D E F

You received accurate information..... A B C D E F

Your service expectations were met..... A B C D E F

Any problems encountered were handled quickly..... A B C D E F

Attitude of the staff..... A B C D E F

Level of professionalism of the staff..... A B C D E F

Overall satisfaction with services you received..... A B C D E F

Comments or Suggestions _____

Name _____ Address _____ Phone Number _____

10/96

Chief of Police Date